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ABSTRACT

This guide, which gives student library assistants background information about the New Mexico Tech Library as a whole, is designed to be used in conjunction with the operations manual of the department in which the assistant is placed. It provides information under four headings: (1) Library Departments (reference, interlibrary loan, technical services, circulation, periodicals, archives, acquisitions, and audiovisual equipment); (2) Non-Library Departments (the curriculum collection, tutoring services, and the typing room); (3) Work Skills (general student employee information and suggestions for good telephone and business etiquette); and (4) Library Specific Skills (who is responsible for answering reference and directional questions, servicing photocopy machines, and getting supplies). Discussions of the library's classification system and emergency procedures are also provided as well as floor plans of the library. (KRN)

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HANDBOOK

for

STUDENT ASSISTANTS

of

NEW MEXICO TECH LIBRARY

Prepared by the Library Staff

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Betty Reynolds

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INTRODUCTION

Welcome to the New Mexico Tech Library. As an academic library we rely heavily on our student assistants to help with many routine tasks such as processing books, shelving, and answering directional questions. As a student assistant you are an important part of our staff.

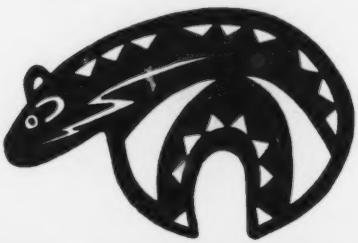
You can help to make the library more pleasant and understandable to library patrons if you understand some of the general background of library work and don't think of your work as "just a job".

Patrons of the library will expect you to be able to help them when they ask for help. Know your limits--ask your supervisor or another librarian for help when you aren't sure of the answer. It is better for the patron to wait for the correct answer to a question than to leave the building with the wrong information.

As an employee you have access to personal information kept by the library. Information such as what books a patron has checked out or requests on interlibrary loan, what books a person orders for the library, who has a particular book checked out, or even whether a person is currently in the library are all protected by the New Mexico Library Privacy Act of 1989. Do not divulge private information to library patrons.

This brief handbook is designed to give you some basic information about the library as a whole. Use it in conjunction with your own department's operations manual.

We hope that you will enjoy working with the library staff, and that the information you gain from working in the Tech Library will serve you well during your years as a Tech student and beyond.



Betty Reynolds

Library Director

REFERENCE AREA

Reference service is personal assistance to patrons seeking information. It includes assistance and instruction in using the library; assistance in identifying and selecting books, journals, and other materials relevant to a particular information need; and providing brief, factual information, such as names, addresses, statistics, etc.

The reference area includes reference books, indexes, and abstracts. Current indexes and abstracts are shelved on the index tables; back issues are shelved in the adjacent stacks. A microcomputer has bibliographies of various Tech Library materials such as phone books, Tech theses, software, and videos. CD-ROM terminals have indexes to government documents, geological publications, energy and environmental materials, and other statistical and chemical information.

College catalogs on microfiche are international in coverage. They are located in the photocopy/microform room next to the circulation desk.

The information desk is staffed by librarians Monday through Friday, 9 AM to noon and 1 to 5 PM.

LIBROS ONLINE CATALOG

Books, theses written by New Mexico Tech students, indexes and abstracts, vertical file subjects, and some government documents are included in the online catalog. Tech's periodicals are not included. Terminals are located behind the information desk, near the photocopier on the upper level, and in the periodical stacks on the lower level.

VERTICAL FILE

The vertical file contains pamphlets, maps, advertising brochures and miscellaneous items of interest but which are too small or too ephemeral to be cataloged. The file cabinets are near the reference desk. Vertical file items may be checked out.

INTERLIBRARY LOAN

Interlibrary loan (ILL) is a service to Tech faculty, staff and Tech students with ID cards. It is designed to provide, if possible, library materials which are not available locally but are needed for class or research work.

ILL borrows from and lends materials to libraries internationally. Most of the borrowing and lending correspondence is done via computer. 95% of all materials borrowed are free. Payment for interlibrary loan materials must be by cash or departmental account charge.

An ILL form must be filled out for each item requested. Forms may be obtained at the ILL office window, or at the reference or circulation desks. If patrons have questions about filling out the form refer them to a librarian.

FAX MACHINE

The library uses the FAX machine to send documents, orders, and letters to other libraries or vendors. The library provides FAX service to Tech Library patrons. Refer all patrons to a librarian to inquire about charges for FAX service.

PASSPORT TO NEW MEXICO ACADEMIC LIBRARIES

The Interlibrary Loan Department supplies a form to Tech faculty, staff and Tech students with ID cards enabling them to receive borrowing privileges at other New Mexico academic libraries.

TECHNICAL SERVICES

Technical Services is responsible for processing books, government publications, videos, and software. Processing includes cataloging, stamping, preparing spine labels, and inserting security strips.

MAP AREA

The map area on the garden level includes 7 1/2' topographic maps for New Mexico and surrounding states, maps organized by geographic area, miscellaneous map series and posters, USGS geographic series, foreign and state government maps, Geological Society of America maps, and atlases and gazetteers. Maps and posters circulate; atlases/gazetteers do not.

GOVERNMENT PUBLICATIONS

The government publications area includes documents of the United States, state, and some foreign governments. The Tech Library is a depository for New Mexico state publications and selected United States federal publications.

MICROFORM MATERIALS

College catalogs, newspapers, periodicals, and other materials on microfilm and fiche are in the microform room next to the circulation desk. Government publications microfiche and microfiche of books are in the microfiche cabinets outside the east wall of the microform room.

SELECTIVE DISSEMINATION OF INFORMATION (SDI)

SDI is a service offered to Tech faculty and staff who want to be notified when the library receives materials of interest to them. We compare new materials with a master list of SDI topics and patron's names; we send the patron a photocopy of the title page, table of contents, and/or abstract. Those wishing to be included on the SDI list fill out an SDI form kept at the circulation desk.

CIRCULATION

The Circulation Department checks circulating materials out and in, sends overdue notices and bills, places material on reserve and provides reserve materials, sells transparencies, and directs patrons to a department where their questions can best be answered.

Circulating materials include, but are not limited to: books, vertical file materials, maps, videos, sound recordings, government publications, slides, and software. Materials that cannot be checked out include, but are not limited to: reference books, phone books, periodicals, WIPP material, and special collections (unless otherwise specified).

The fire exit doors have alarms that ring when the doors are opened.

SPECIAL COLLECTIONS

Special collections include audiovisual materials, circulating copies of software, Tech theses, New Mexico Bureau of Mines publications, uncataloged U.S. Geological Survey monograph series, and other early USGS and US Bureau of Mines publications, Geological Society of New Mexico field conferences, and out of print books of special value. Most items are used only in the library.

RESERVE COLLECTIONS

Materials are on reserve at the circulation desk at the request of Tech professors. Patrons may use these items in the building for a period of 2 or 4 hours. At the discretion of the professor, some may be taken from the building or borrowed overnight.

General reserve includes materials in frequent demand. The collection includes Albuquerque phone books, financial aid information, and the *Rand McNally Road Atlas*. General reserve material may only be checked out for use in the library.

PERIODICALS

The periodicals office receives, processes, and places periodicals and newspapers on display. Current issues of technical journals are on display shelving arranged alphabetically by title. Current popular periodicals are shelved alphabetically on the wall shelving in the reading lounge on the upper level. We keep most popular titles for only two years.

The periodicals office is responsible for sending periodicals to the bindery. Bound periodicals are shelved alphabetically by title in a clockwise manner around the garden level beginning with "A" adjacent to the current technical periodicals.

The newspaper racks in the reading lounge have a variety of local, national and international newspapers. Most newspapers are kept fewer than 6 months; however, we replace the *New York Times*, *Wall Street Journal*, and the *Defensor Chieftain* with microfilm or fiche.

Periodicals and newspapers on microform with equipment to read them are in the room next to the circulation desk.

A list of our periodical holdings, together with those of other campus libraries and the Socorro Public Library, is kept in various places throughout the library. It is arranged in alphabetical order by title with various cross references noting title changes and merged or alternate titles.

Whenever patrons cannot find issues or volumes of periodicals on the list, refer them to the periodicals office.

ARCHIVES

The archives, on the garden level next to the periodicals office, houses photographs and memorabilia relating to the school and its students and alumni, administrative and academic papers, and a variety of publications by Tech staff and students. The materials are made available by the archivist to researchers and others interested in the history of New Mexico Tech and the New Mexico School of Mines.

ACQUISITIONS

The acquisitions office, on the main level, orders and receives materials such as books, videos, supplies and equipment, and any other items needed in the library.

Materials donated to the library are routed to the acquisitions office. If you receive gift items, ask for the donor's name and address in order that a letter of thanks, or a letter for tax purposes, can be sent to the donor.

AUDIOVISUAL EQUIPMENT

Audiovisual equipment is housed in room 210. If a patron needs audiovisual equipment, a Circulation Department employee retrieves the equipment and places it in the meeting room of the patron's choice. Audiovisual equipment may not be checked out for use outside the library.

CURRICULUM COLLECTION

The curriculum collection is located on the upper level. Materials in the collection include secondary school textbooks for use by education classes. A patron must have written permission from an Education Department faculty member to use materials in this collection.

TUTORING SERVICES

Students Services organizes the A.S.A.P. tutoring program which meets in room 208. The tutoring program's office is located in room 206. For more information on tutoring services contact Student Services at extension 5208.

VIDEO VIEWING ROOM

Room 205, equipped with a video player, is available on a first-come, first-served basis. Present your Tech ID at the circulation desk to check out the key.

GENERAL STUDENT EMPLOYEE INFORMATION

WORK HOURS: Your work hours are assigned to you by your supervisor; your schedule is posted in your department. Know your hours; stick to them. Sign-in the time you arrive and leave work on your supervisor's desk calendar. If you are unable to come to work, notify your supervisor in person or by phone as soon as possible by calling 835-5614 or your department's number.

BREAKS: If you work four hours in succession you are entitled to take a twenty minute break. This is a rest period and may not be used to cover a late arrival or an early departure. Always notify your supervisor before taking a break to make certain it is a convenient time. Know the rules of your department.

TIME SHEETS: Time sheets are turned in every two weeks. Your supervisor will explain where to find them in your department and how they should be filled out. Remember--
if you do not fill one out and sign it, you will not be paid.

ROGUES GALLERY: To help us recognize one another photographs of each student and librarian are displayed in the cases in the fax room. We wear name tags at work to identify ourselves as library staff.

EVALUATIONS AND RAISES: The library follows a merit pay raise system. All students begin at minimum wage and may at the discretion of the supervisor receive up to a $.10 per hour pay raise each semester. Any recommendation for wage increase will be accompanied by your supervisor's written performance appraisal of your work. Summer session is considered equal to one regular semester if you have worked at least 20 hours per week throughout the summer.

STUDENT PERQUISITES: Some small rights and privileges come to students who work at the library. Among them is first chance at checking out new books, use of office telephone or typewriter with your supervisor's permission, mending damaged textbooks, use of room 212, etc. ALWAYS ask your supervisor before assuming a perk exists.

TELEPHONE ETIQUETTE

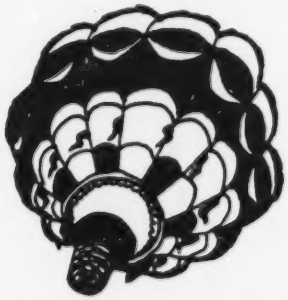
Prompt and courteous handling of telephone calls is important. When answering the telephone you are speaking on behalf of your department and the entire library. Your supervisor will explain in detail how the telephone in your department operates. Most important--learn how to transfer calls and how to place a caller on hold.

Always answer the phone with a pleasant voice. Answer with the name of your department, your first name and ask, "May I help you." The main incoming line is in the Circulation Department. Here the person answering will always say "Good morning, (or the appropriate time of day) New Mexico Tech Library. May I help you?"

If you cannot reach the person for whom the call is intended be ready to take a message. Write, in a legible hand, the person's name, the caller's name, the time of day, the date, and the message. Read the message back to the caller to make certain it is correct. Sign your name--do not use initials. Know where messages are to be placed in each office to assure prompt attention.

Personal calls on library telephones are allowed only with the permission of your supervisor. Receiving personal calls during working hours should be treated with the same care as socializing (see page 12).

DO NOT GIVE OUT PERSONAL INFORMATION SUCH AS HOME PHONE NUMBERS OR ADDRESSES OF LIBRARIANS OR STUDENTS.



BUSINESS ETIQUETTE

The Library is a place of business and as such we ask that you follow common rules of business etiquette.

JOB ATTIRE--You are expected to be neat and well-groomed as appropriate to your job requirements. You represent the Library not only to other students, but also to faculty, staff and community patrons. Use good judgement in deciding what to wear on the job. No shirt, no shoes; no job.

SOCIALIZING--If your friends stop to visit, tell them you cannot have extended conversations on work time. Lengthy personal conversations distract you from your work and also bother other library patrons.

EATING, DRINKING AND SMOKING--No eating, drinking or smoking is allowed anywhere in the library except in room 212 and, with permission, in room 216. You may bring discretely packaged food and drinks in to store in the staff kitchen for meals and breaks.

ENTERING/EXITING THE BUILDING--You are expected to report for work, and leave work, via the library's front entrance.

COURTESY--The patron should always come first. When a patron asks for help, give your full attention, establish eye contact, listen carefully and be enthusiastic. Speak courteously; often keeping your voice low with a smile on your face will help to defuse an ugly situation. If you feel that an angry patron is abusing you, ask your supervisor to intervene.

"WHO DOES WHAT LIST"

The "Who does what list" is posted in each department's office. Use this list to direct a patron to the correct librarian or department for help.

REFERENCE VS. DIRECTIONAL QUESTIONS

Reference questions are answered by librarians; anyone may answer a directional question. A typical reference question might be "How much coal was mined in Utah last year?" or "How do I find out what this abbreviated title means in *Chemical Abstracts*?" A directional question might be "Where are the bathrooms?" or "What time does the Library close today?" If you are unsure of the answer to a question, refer the patron to a librarian. We do not want to give out incorrect information.

PHOTOCOPY MACHINES

Photocopy machines are easily operated by most patrons with coins, $1 bills, or copy cards. Debit cards may be purchased from the Vendacard machine opposite the circulation desk. Departments arrange for credit copy cards at the circulation desk. Patrons come to the circulation desk if they have questions or problems.

There is a microfiche reader-printer in the photocopy room near the circulation desk. Copies are 15¢ per page. Students in the Circulation Department change the lenses, fill the paper tray, and override the coin box when a patron wants to charge copies to a departmental account.

SUPPLIES

Supplies used in the library such as pencils and paper are kept in the supply cabinets in technical services. These items can be used when needed by any library employee. When you take an item, record it on the sheet taped to the cabinet door.

SHELVING AND CALL NUMBERS

Tech Library uses a number of different classification schemes for its various collections. Circulating books are in the Library of Congress classification or Dewey decimal classification. OVERSIZE above the call number indicates that the book is shelved before the A's in the LC classed collection. REF above the call number indicates that the book is shelved in the reference collection.

Tech theses are arranged alphabetically by their authors. A circulating copy is shelved before the A's in the LC classed collection; an in-library-use copy is in special collections.

United States government publications are shelved by Superintendent of Documents classification. State and foreign government publications are filed alphabetically by state or country and alphabetically by agency within each state or country.

Periodicals are shelved alphabetically by title.

Maps are shelved by scale, location, and type.

Microfiche, videos and sound recordings are shelved in separate locations by media type. Each collection is shelved in call number order.

Vertical file materials are filed alphabetically according to the subject written on each piece.

New circulating books are shelved in the Reading Lounge. New reference books are shelved beside the information desk.

EMERGENCY PROCEDURES

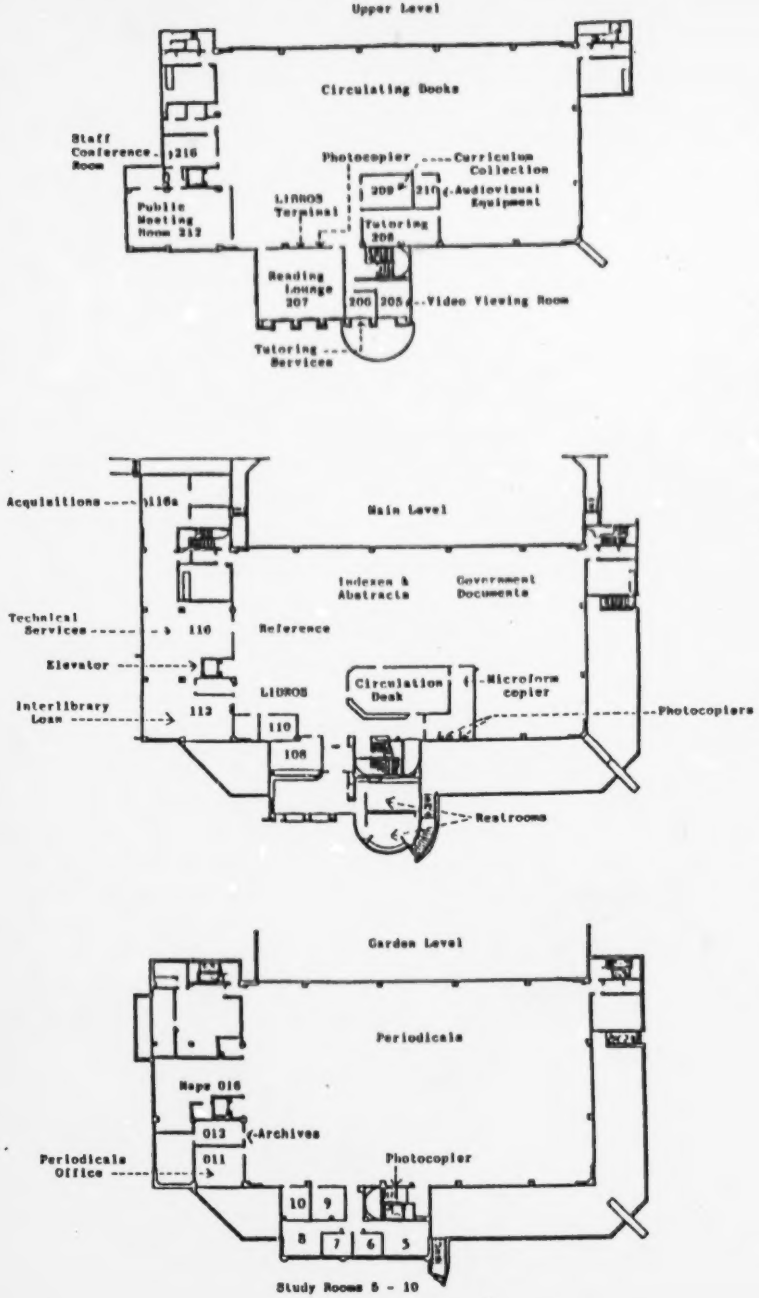
Emergencies take different forms, such as persons falling or cutting themselves, fires, a patron with violent or abusive behavior, or patrons refusing to leave the library at closing time.

During the normal working day, report emergencies or accidents to a librarian. In the evening, between 5 and 10 PM, emergencies and accidents are handled by the evening circulation supervisor. For emergencies after 10 PM or on weekends, call the campus emergency phone number: -5555.

ACCIDENT forms are located with the time cards at the circulation supervisor's desk. Tech's Human Resources Department requests that all employees who suffer an injury on the job fill out an accident form. Every injury should be reported no matter how minor it may seem and as soon as possible following the accident. Any person who suffers an injury in the library should be asked to fill out the accident form. Give the completed accident form to your supervisor to send to the Human Resources Department.

In case of FIRE: During the normal working day, notify your supervisor. After 10 PM or on weekends, call the campus emergency phone number: -5555.

First aid kits are located in Technical Services in the black storage cabinet, and in the storage cabinet at the circulation supervisor's desk. The kits are equipped with a few first aid items but are not intended to replace medical care. In a serious medical emergency call the campus emergency phone number: -5555.


Upper Level
Circulating Books
Staff Conference Room
216
Photocopier
Curriculum Collection
209
210
Audiovisual Equipment
Public Meeting Room 212
LIBROS Terminal
Tutoring 208
Reading Lounge 207
206
205
Video Viewing Room
Tutoring Services
Main Level
Acquisitions
116a
Indexes & Abstracts
Government Documents
Technical Services
116
Reference
Elevator
LIBROS
Circulation Desk
Microform copier
Interlibrary Loan
113
110
108
Photocopiers
Restrooms
Garden Level
Periodicals
Rare 016
013
Archives
Periodicals Office
011
Photocopier
10
9
8
7
6
5
Study Rooms 5 - 10